



**STATEMENT OF PROCEEDINGS FOR THE  
REGULAR MEETING OF THE  
LOS ANGELES COUNTY COMMISSION FOR  
CHILDREN AND FAMILIES  
KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 739  
LOS ANGELES, CALIFORNIA 90012  
<http://lachildrenscommission.org>**

**Monday, May 5, 2014**

**10:00 AM**

AUDIO LINK FOR THE ENTIRE MEETING. (14-2181)

**Attachments:**    [AUDIO](#)

**Present:**            Chair Geneva Berger, Vice Chair Susan F. Friedman,  
Commissioner Carol O. Biondi, Commissioner Patricia Curry,  
Commissioner Dr. Sunny Kang, Commissioner Helen Kleinberg,  
Commissioner Adelina Sorkin LCSW/ACSW and Commissioner  
Martha Trevino-Powell

**Excused:**           Vice Chair Steven M. Olivas Esq., Commissioner Candace  
Cooper, Commissioner Ann E. Franzen, Commissioner Sydney  
Kamlager, Commissioner Adrienne Konigar-Macklin and  
Commissioner Becky A. Shevlin

Call to Order. (14-1999)

**Chair Berger called the meeting to order at 10:06 a.m.**

**I. ADMINISTRATIVE MATTERS**

1. Introductions of May 5, 2014 meeting attendees. (14-2001)

**Self-introductions were made.**

2. Approval of the May 5, 2014 Meeting Agenda. (14-2002)

**On motion of Commissioner Kang, seconded by Vice Chair Friedman  
(Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and  
Vice Chair Olivas being absent), this item was approved.**

3. Approval of the minutes from the meeting of April 28, 2014. (14-2003)

**By Common Consent, there being no objection (Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and Vice Chair Olivas being absent), this item was continued to May 19, 2014.**

Attachments: [SUPPORTING DOCUMENT](#)

## **II. REPORTS**

4. Chair's report for May 5, 2014 by Genevra Berger, Chair. (14-2004)

**Chair Berger congratulated the Commission on their 30th Anniversary and reminded the Commission to attend the Board of Supervisors' meeting on Tuesday, May 6, 2014 at 9:30 a.m., as Supervisor Yaroslavsky will be presenting a scroll to Commissioner Helen Kleinberg in recognition of her 30 years of dedicated service as a Children's Commissioner; and Supervisor Knabe's presentation of a scroll to the Commission for their 30th Anniversary.**

**By Common Consent, there being no objection (Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and Vice Chair Olivas being absent), the Commission accepted the Chair's report.**

5. Department of Children and Family Services report for May 5, 2014 by Fesia Davenport, Chief Deputy Director. (14-2012)

**Fesia Davenport, Chief Deputy Director, reported on the following:**

- **The report by the Director of Children and Family Services on the implementation status of the Department's Strategic Plan and budgetary priorities, which was on the Board of Supervisors (Board) agenda for Tuesday, May 6, 2014 was continued one week to May 13, 2014.**
- **The Auditor Controller's review of the Department of Children and Family Services' (DCFS) Trust Funds was submitted on April 30, 2014. The review pertained to the management of the trust funds and compliance with the County Fiscal Manual (CFM) and other requirements. The review conveyed that as of September 30, 2013, DCFS had approximately \$20.7 million in 12 trust funds. In the review, the Auditor Controller recommended the following areas of improvement:**

- 
- DCFS needs to work with the Child Support Services Department (CSSD) and the State to determine the accurate Child Support Trust Fund balance (CSTF).
  - Work with County Counsel to properly disposition the \$1.1 million CSTF reconciliation variance.
  - Resolve trust funds balances related to terminated cases, and implement procedures to ensure trust fund balances are disbursed timely when beneficiaries leave the Department's jurisdiction.
  - Resolve the system limitation issues, and ensure that Social Security Administration payments are separately tracked for each child. If the system limitation issues cannot be resolved timely, the Department should allocate resources to manually determine the Social Security Administration balance for each child.
  - Ensure trust fund interest earnings are correctly allocated to beneficiaries and included in their detailed subsidiary records.
  - Ensure unused interest and benefit amounts returned to the Social Security Administration are accurate.
  - Require staff to reconcile detailed subsidiary records to eCAPS monthly, and resolve any reconciling differences timely.
  - Ensure Supplemental Security Income funds are utilized to benefit eligible children.
  - DCFS management work with the Chief Executive Office and County Counsel to determine the proper course of action for the Wraparound Program Trust Fund balance.
- The Board requested DCFS to develop a plan, which is anticipated to be discussed during Closed Session on May 6, 2014, conference with legal counsel on an existing litigation, case entitled, Katie A. etc., et al. v. Diana Bonta, Director of California Department of Health Services, et al, a Federal lawsuit alleging failure to adequately provide for foster care children.

By Common Consent, there being no objection (Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and Vice Chair Olivas being absent), the Commission accepted Ms. Davenport's report.

### **III. PRESENTATION**

**6. Presentation by the Department of Children and Family Services on the Child Protection Hotline and Differential Response Services.**

- Roberta Medina, Deputy Director, Bureau of Specialized Response
- Eric Marts, Deputy Director, Contract Services
- Marilynne Garrison, Division Chief, Community Based Support
- Corey Hanemoto, CSA III Program Manager, Community Based Support

(14-2016)

**Ms. Medina reported on the following:**

**The Child Protection Hotline's (Hotline) call volume differs from referrals generated through the Hotline.**

#### **Annual Call Volume 2004 - 2013**

**A gradual increase in call volume occurred in 2012 through 2013; starting with a 7% increase in 2012 followed by a 6% increase in 2013. Over 200,000 calls are taken in any given year. The three primary factors for increases in call volume are:**

- 1. Seasonality - calls increase in October, March and June**
- 2. Community outreach and training on mandated reporting of child abuse or neglect**
- 3. Legislation**

**In 2010 and 2013, peaks in call volume occurred which were attributed to media exposure. Ms. Medina explained that media exposure may be positive or negative and can be related to reports of either domestic or gang violence, and not specific to DCFS. Additional increases of calls from schools are also noted to occur during school break times and afterschool. Recently, it has been noted that there has also been a peak in calls from law enforcement agencies.**

#### **Monthly Referral and Call Volume**

**Sixty percent (60%) of calls into the Hotline result in a referral. Referrals may require immediate response, 5-Day Response or Evaluated Out (E/O) and referred to another agency. Currently approximately 40 percent (40%) of calls are E/O.**

### **Hotline Calls Answered**

Approximately 18 percent (18%) of incoming calls are for information only and 7 percent (7%) consultation requests. These types of calls do not result in the issuance of a referral. Calls categorized as "Other" account for 28 percent (28%), this includes inquiries on a court date or requests for the name of a Social Worker.

Additionally, there is a call-back system that provides caller identification in order to call back callers who may hang up or be disconnected from the line. Supervising staff and permanent staff are used to shift staff to needed areas.

### **Referrals Processing Time**

The time frame in which a referral is expected to reach a regional office is within two hours. Currently, the majority of these calls are processed within 100 minutes. Most of the incoming calls from law enforcement agencies are expedited for immediate response. The Hotline is open 24 hours a day, 7 days a week. Calls referred outside of regional office hours are considered "Afterhours calls." These calls are received into the Hotline after 4:30 p.m. and are referred to the Emergency Response Command Post.

Ms. Medina responded to questions posed by the Commission with the following:

- In terms of determining the response for incoming calls, the priority of response needed is determined based on the information provided during the call.
- In terms of Social Workers accompanying other agencies on investigations which it is determined that a child may be involved, the Multi-Agency Response Team (MART) works in collaboration with federal, state and local law enforcement agencies to provide emergency protective services to children identified in homes associated with illegal activity. Additionally, an Emergency Response Team located in each of the regional offices may assist other agencies on investigations in which a child may be involved. Hotline calls received from the Department of Health Services (DHS) typically are when a child is hospitalized; the DHS works with the hospital's Social Worker in conducting an investigation. Calls received from various agencies reporting a parent that is mentally unstable, are expedited. DCFS Social Workers independently visit the home and collaboratively work with the reporting agency on the investigation.

- The Hotline protocol includes the Structured Decision Making Tool (SDMT) that provides special attention to younger children and those with additional concerns. Hotline staff also reviews the history of the family when evaluating the call. In addition, referrals to regional offices undergo a secondary review that includes evaluating any prior referrals as well as the family's involvement with other agencies.
- There is fluctuation in call volume during school holidays and summer breaks. Approximately 200 to 250 calls are received on the weekend.
- The Department is conducting outreach to schools to provide education and training on reporting suspicion of child abuse and neglect.

Ms. Garrison added that in the past, it helped having Social Workers stationed at the schools providing guidance in reporting to the Hotline.

- Additional call lines are in place to handle agency specific calls coming into the Hotline.

Mr. Marts reported the following on Differential Response (DR):

- The new Prevention Aftercare Contract includes community outreach on behalf of the Prevention Agencies to inform the community of available resources.
- The DR Model has three paths. DR Path No.3 is most similar to the child welfare system's traditional response in which a case is open upon substantiating child abuse or neglect allegations. DR Path No. 2 is chosen when allegations are inconclusive or unsubstantiated however, alternative response services are provided to the family. DR Path No.1 involves a community response when a family is referred to child welfare and the allegations do not meet statutory definitions of abuse or neglect, yet there are indications that a family is experiencing problems that could be addressed by community services. DR Path No. 1 has not been implemented in the County. Currently efforts are underway to develop the DR Model. A new Model is being considered based on feedback from Casey Family Programs and other jurisdictions with strong DR Programs. Feedback indicated that the success of this new Model is based on the family's perception of the child welfare system and the Social Worker as a supportive person and not threatening. Currently, research is being conducted to address legislative challenges with implementation of this Model.

The Presenters responded to questions posed by the Commission with the following:

- Mr. Marts explained that the new Prevention Aftercare Contract expected to release in January of 2015 includes DR Path No. 1 to be conducted through contracted agencies that provide Preventions Services. Referrals generated through the Hotline, would be evaluated out to these agencies.

Unsubstantiated cases are targeted in the new contract due to a significant number of unsubstantiated cases returning to the system for a second or subsequent referral.

Mr. Hanemoto added that the current Hotline practice includes the Hotline Worker working with families to determine whether community resources may be beneficial. If the family agrees to voluntary services, the family is referred to the Prevention Initiative Demonstration Project (PIDP). The new Model being considered involves more in depth engagement and outreach on behalf of the Social Worker.

- Mr. Marts responded to the implication of Family Preservation Providers handpicking which cases to accept and explained that the recent evaluation of providers indicated that a significant number accepted the high and very high risk cases.

By Common Consent, there being no objection (Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and Vice Chair Olivas being absent), the Commission accepted the presenters reports.

Attachments:      [SUPPORTING DOCUMENT](#)

#### **IV. DISCUSSION/APPROVAL**

7. Discussion and approval to send a letter to the State Assembly expressing the Commission's support of AB 1902 (Bonta), legislation which would eliminate the current requirement to assess fees on low-income families with children who attend a part-day State preschool program. (14-2089)

**On motion of Commissioner Kang, seconded by Commissioner Kleinberg, unanimously carried (Commissioners Cooper, Franzen, Kamlager, Konigar Macklin, Shevlin, and Vice Chair Olivas being absent), the Commission approved this item; and directed the Commission staff to send a letter to the State Assembly expressing the Commission's support of AB 1902 (Bonta).**

**Attachments:**    [SUPPORTING DOCUMENT](#)

#### **V. MISCELLANEOUS**

##### **Matters Not Posted**

8. Matters not posted on the agenda, to be discussed and (if requested) placed on the agenda for action at a future meeting of the Commission, or matters requiring immediate action because of an emergency situation or where the need to take action arose subsequent to the posting of the agenda. (14-2013)

**There were none.**

##### **Announcements**

9. Announcements for the meeting of May 5, 2014. (14-2014)

**There were none.**

##### **Public Comment**

10. Opportunity for members of the public to address the Commission on items of interest that are within the jurisdiction of the Commission. (14-2017)

**No members of the public addressed the Commission.**

##### **Adjournment**

11. Adjournment of the meeting of May 5, 2014. (14-2015)

**The meeting adjourned at 11:59 a.m.**